

CLAIMS:

1. (Currently Amended): A method of allocating computing resources, said method comprising:

receiving requests for services from a plurality of customers;
responding to said requests for services, utilizing a shared infrastructure; and
configuring said shared infrastructure, based on stored customer information for the plurality of customers, wherein the stored customer information comprises service level agreement information comprising terms of a service level agreement for each of the plurality of customers;

wherein said configuring comprises assigning a priority to the requests, based on the terms of the service level agreement for each of the plurality of customers.

2. (Original): The method of claim 1, further comprising:

creating a provisioning request, corresponding to one of said customers; and
transmitting said provisioning request;
wherein said configuring is carried out according to said provisioning request.

3. (Original): The method of claim 1, further comprising:

forming a group of provisioning requests; and
including in said group provisioning requests corresponding to two or more of said customers;
wherein said configuring is carried out according to said group of provisioning requests.

4. (Original): The method of claim 3, wherein:

said configuring further comprises configuring according to said group of provisioning requests, before configuring according to other provisioning requests that are not included in said group.

5. (Original): The method of claim 1, wherein:

said configuring further comprises configuring based on performance data concerning said shared infrastructure.

6. (Original): The method of claim 1, wherein:

said configuring further comprises configuring based on predictions concerning utilization of said shared infrastructure.

7. (Currently Amended): The method of claim 1, wherein:

said configuring further comprises assigning ~~[[a]]~~ the priority, based on categories of said stored customer information, chosen from:

~~terms of a service level agreement;~~

actual violations of said terms;

penalties for violations of said terms; and

sensitivity to violations of said terms; ~~and~~

~~revenue attributed to one of said customers.~~

8. (Currently Amended): A method of allocating computing resources, said method comprising:

analyzing at least one provisioning request;

assigning a priority to said at least one provisioning request, based on performance data and stored customer information for each of a plurality of customers, wherein the stored customer information comprises service level agreement information comprising terms of a service level agreement for each of the plurality of customers;

configuring a shared infrastructure, according to said provisioning request and said priority; and

responding to requests for services, utilizing said shared infrastructure.

9. (Original): The method of claim 8, wherein:

said configuring further comprises configuring according to predictions concerning utilization of said shared infrastructure.

10. (Original): The method of claim 8, further comprising:

creating said provisioning request; and
transmitting said provisioning request.

11. (Original): The method of claim 8, further comprising:

forming a provisioning-request group;
wherein:
said provisioning-request group corresponds to two or more customers; and
said configuring further comprises configuring according to said provisioning-request group, before configuring according to other provisioning requests that are not included in said provisioning-request group.

12. (Currently Amended): The method of claim 8, wherein said ~~assigning a priority~~
~~further comprises:~~

~~utilizing stored service level agreement information~~ comprises:
actual violations of said terms;
penalties for violations of said terms; and
sensitivity to violations of said terms.

13. (Original): The method of claim 8, further comprising:

placing said provisioning request in a queue, according to said priority.

14. (Original): The method of claim 8, wherein said assigning a priority further comprises:

utilizing a range of scores, having a high-priority end; and
assigning a score at the high-priority end of said range of scores, if:
there is a high probability of service level agreement violation; or

there is a high cost of service level agreement violation;
or both.

15-28. (Canceled)

29. (New): The method of claim 1, wherein said configuring further comprises assigning the priority based on revenue attributed to one of said customers.

30. (New): The method of claim 8, wherein said stored customer information comprises revenue attributed to one of said customers.